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	Author:	RA	Authorised:	Trustees

Chesterfield Canal Trust Ltd. Volunteer Policy

1. Volunteers within the work of the Trust

Volunteers have an essential role to play in the Chesterfield Canal Trust (CCT) achieving its aims. The CCT is committed to involving all kinds of people and making sure they get the best out of the experience as well as adding value to CCT.

The CCT recognises and values the participation of individuals who, unpaid and of their own free will, contribute their time, energy, and skills to the benefit of the organisation. CCT shall actively encourage the involvement of volunteers and recognise the complementary benefits of the roles of volunteers, employees, partners, and contractors working for the aims of CCT.

2. Management of the Trust

CCT has a Board of Trustees, elected at the Annual General Meeting, which normally takes place in March.

CCT is managed in accordance with the Memorandum and Articles of Association available on the Companies House website.

Work leaders who are responsible for discrete areas of our work, e.g. running a trip boat or the volunteer work party, supervise the range of activities of CCT. A Trustee is identified as having responsibility for oversight of a specific area of the Trust's work and acts as first point of contact with the work leaders and work teams for these areas.

CCT has a policy of continually reviewing its aims, activities and expenditure and relies on its membership to assist in this process.

3. Board Members

CCT recognises that its Board members are volunteers within the scope of this Policy. However, Board members are also covered by statutory obligations in their role as Trustees of the Charity and Directors of the Company.

4. Restrictions to Volunteering

4.1 Age Restrictions

As a general principle, there are no age limits for volunteers, however requirements for insurance dictate that:

1. Anyone aged under 18 may not work on what might be classed as a building site.
2. Anyone aged under 18 may not work with motorised forestry or agricultural equipment.

Children (persons under the age of 18) should not be placed in a position of risk. CCT requires the presence of a parent, other close relative, guardian, criminal record-checked teacher or other appropriate professional at all times, and that children are not left on their own with a single adult at any time.

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4.2 Driving Restrictions

CCT's Motor Policy is for 'any driver' provided that they are:

1. Aged 25 or over and have a minimum of one year's driving experience.
2. Have a clean driving licence. (One SP30 endorsement is acceptable).
3. Have no restrictions placed on their driving by DVLA.
4. Compliant with all DVLA and VOSA regulations.

4.3 Health Restrictions

Volunteers are encouraged to disclose details of any medical condition or disability that might limit their capacity to contribute. CCT will do its best to help the volunteer to take part wherever possible.

5. Volunteer Opportunities

CCT encourages volunteer involvement across a wide range of work areas to suit people with diverse backgrounds and experience. Examples are listed below. Prospective volunteers should contact the relevant work leader or Trustee.

5.1 Member engagement

- Running the membership function.
- Writing, publishing and distributing the membership magazine and electronic newsletters.

5.2 Publicity and promotion

- Running and maintaining historic boats to demonstrate and publicise the work of CCT.
- Providing illustrated talks for local and national audiences.
- Developing and maintaining the Trust's public image online by running the CCT website and managing the CCT social media presence.
- Taking and staffing an exhibition trailer, the James Brindley, at events and locations.
- Researching, publishing and leading walks along the canal.
- Running a promotion and sales stand at national, regional and local events.
- Historical research into the canal, organising and recording our archives.
- Updating existing and developing new publications about the canal.
- Organising events and campaigns to publicise the canal, its restoration and responsible use.
- Keeping a photographic record of the canal, its wildlife and its restoration.
- Encouraging and managing sponsorship, Corporate Social Responsibility and donations.

5.3 Hollingwood Hub

- Building operation and maintenance.
- Gardening and environment operation and maintenance.
- Staffing the Information Centre & Shop.
- Aiding the operation of the paddleboard/canoe hire operation.

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5.4 Tapton Lock Visitor Centre

- Staffing the Information Centre & Shop.
- Gardening and environment operation and maintenance.

5.5 Boat Services

- Working and crewing any of the Trust's boats on the operational sections of the canal.
- Handling promotion and bookings.
- Meeting and greeting passengers.
- Informing and supporting passengers throughout the journey.
- Boat preparation and positioning.
- Skippering and crewing the boats.
- Support crew on the towpath, operating locks, engaging with towpath users.
- Boat cleaning, clear-down and berthing.
- Developing and maintenance of CCT fleet of boats.

5.6 Ongoing Fund Raising

- Developing and running CCT shops and sales outlets.
- Developing and running CCT online merchandising.
- Organising fund-raising activities including appeals.

5.7 Restoration and Maintenance

- Surveying, engineering and design work.
- Carrying out practical restoration and conservation work.
- Helping to improve access and interpretation.
- Canal and towpath maintenance on the operational sections.

5.8 Representing the Trust

- Representing the Trust with other organisations to mutual benefit.
- Representing the Trust on planning issues affecting the canal.

5.9 One-off Events

- Helping at Festivals with organisation, set-up, operations, and take-down.
- Helping at other events, such as walking festivals, with organisation and operation.

5.10 Joining the Board of the Canal Trust

Volunteers with the enthusiasm, capabilities, and capacity to be involved in the strategy and direction of CCT are encouraged to consider joining the Board of the Trust. It is essential for the health and success of CCT for the Board to be an effective decision-making body. The Board is responsible for all aspects of CCT, as directors of an operating company and trustees of a charity. All members are encouraged to consider if they could contribute as a member of the Board.

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It is clear that within these lists there are opportunities for many diverse people to get involved and help to 'make a difference'. Although volunteers often bring with them appropriate skills, qualifications and experience, CCT is committed, within the available resources, to offering encouragement, training and support to enable volunteers to extend their skills or acquire new ones.

6. Working as a Volunteer

6.1 Applicable Policies and Procedures

Volunteers with CCT are required to align with its policies and follow its procedures as appropriate.

The appropriate Trustee for each work area shall ensure that new volunteers are given relevant information as part of welcoming and orientation.

6.2 Code of Conduct

Volunteers represent the CCT in all its activities and are the at the forefront of the delivery of its services.

Volunteers are expected to be courteous and professional in all your interactions with members of the public, your team and other volunteers.

Volunteers are expected to use any communication systems in a respectful manner.

6.3 Volunteer Safety

The Trust takes the safety of the volunteers extremely seriously.

No volunteers should use equipment or boats without being familiar with their use and having the appropriate training.

If volunteers are subjected to threats, abuse or disregard from members of the public, they should speak firmly but respectfully, using their name, asking them to stop, keeping their composure and not arguing. Volunteers may need to walk away, get help or stop the activity. Any such encounter should be reported on the Trust's Incident form.

The Trust will always support volunteers' proper actions.

6.4 Recruitment and selection of volunteers

CCT has no formal procedures for recruitment and selection of volunteers. CCT recruits volunteers through a variety of mainly informal channels – visits to our worksites, Hollingwood Hub, Tapton Lock Visitor Centre, the James Brindley promotional trailer, trip boats and events, and through our publicity and occasional appeals.

CCT encourages potential volunteers to gain 'hands on' experience in the areas of their choice before making a commitment and subject to their suitability.

6.5 Expenses

The Trustees have decided not to pay volunteers' expenses. This is because it puts a dramatic drain upon CCT resources. This policy will be kept under review.

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6.6 Equal opportunities

The Trust welcomes volunteers from all sectors of society, all ethnic groups, all sexual orientations and all religions.

Wherever possible, we encourage those with disabilities to become involved

6.7 Training

Training is 'on the job' and volunteers must be advised by their work leaders. CCT encourages volunteers to identify their previous experience or qualifications, if any. Volunteers are encouraged to attend appropriate training sessions arranged by various providers, as resources allow.

6.8 Health and Safety

All volunteers shall know and follow CCT's Health and Safety Policy and Lone Working Policy.

6.9 Insurance

Volunteers are covered by CCT's insurance whilst on CCT business, and public liability insurance is included.

Volunteers should check their insurance cover before using a personal car on CCT business.

6.10 Timesheets

Unless collected centrally by another volunteer, all volunteers should complete timesheets (provided by the work leader) detailing time spent on CCT activities.

Timesheets should be completed at least four times a year and sent to the work leader. Keeping track of volunteer time allows CCT to demonstrate and report the depth and breadth of volunteer involvement in its work, to the benefit CCT, the local communities, and the volunteers themselves.

In certain circumstances volunteer time can be used as match funding.

6.11 Mutual Commitments

The Trust shall commit to the fair and reasonable expectations of volunteers to:

- Know what is expected of them.
- Have clearly specified lines of support and supervision.
- Be shown appreciation.
- Have a safe work environment.
- Be insured.
- Know their responsibilities.
- Be treated with dignity and respect.
- Be free from discrimination.
- Be trained as necessary.

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The Trust expects volunteers to make fair and reasonable commitments to carry out tasks safely, according to instruction, and in a way that reflects the values of the organisation. In doing this, volunteers shall comply with all relevant policies and procedures.

6.12 Membership of the Trust

There is no requirement for volunteers to become members of the Trust, but this is strongly encouraged, especially for those who volunteer on a regular basis.